



#3 *Reformat*  
04-05-01 *A*  
*AB*

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE et al.

Group Art Unit:2755

Examiner: UNASSIGNED

Serial No.: 09/574,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: FMC 1185 PUS

**PRELIMINARY AMENDMENT**

RECEIVED

MAR 21 2001

Technology Center 2100

Commissioner for Patents  
United States Patent and Trademark Office  
Washington, D.C. 20231

Sir:

Before examining the above-identified patent application, please amend the application as follows:

**In The Specification**

✓ Please replace the "Disclosure of Invention" section beginning on page 5, line 24 and extending through page 10, line 4 with the following:

*AI*

"A system for processing a customer concern includes a service station having a removable digital camera assembly for capturing digital information, such as images, related to the customer concern. The digital information is automatically downloaded from the digital camera assembly when the assembly is returned to the service station. A reviewer station receives the digital information from the service station via a communication network and determine how to address the customer concern. In one embodiment of the invention, a

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